

WS-01303A-14-0010



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ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

Investigator: Deb ReaganPhone:Fax:Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 115947Date: 4/24/2014Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable2014 APR 24 PM 9 04
AZ CORP COMM
DOCKET CONTROLComplaint By: First: Jeanne Last: KentchAccount Name: Jeanne KentchHome:Street:Work:City: Lake Havasu CityCBR:State: AZ Zip: 86404is:Utility Company: EPCOR Water *AAWCDivision: WaterContact Name: Karl WilkinsContact Phone:Nature of Complaint:

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Received the following -

I plea, to not allow for yet ANOTHER rate increase to Epcor Water Arizona. It was just over a year ago the rates for our small community increased substantially. The promise from Arizona American Water AND Epcor Water was to enable the company to fix aging water lines. The water service in our area has NOT improved, despite their promise. Our rates increased by over 30% then. The water in our area sometimes comes out brown and some customers receive less than 20% pressure. I am responsible for paying the water bill for the Desert Hills Fire District. We were forced to add a booster pump at our firehouse just to have enough water pressure to allow our firemen to shower. Our water bills are ALWAYS over \$175.00. Only when we see a difference in water delivery and an improvement to our service would it be conceivable to allow for yet another increase. The poverty rate in our district is twice the national average, we simply CANNOT AFFORD IT!! Thank you for listening.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Arizona Corporation Commission

DOCKETED

APR 25 2014

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